

# IBMhq Test Case Execution Report

**Test Case Name:**Close Incident - 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-07 13-20-31

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
17	16	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

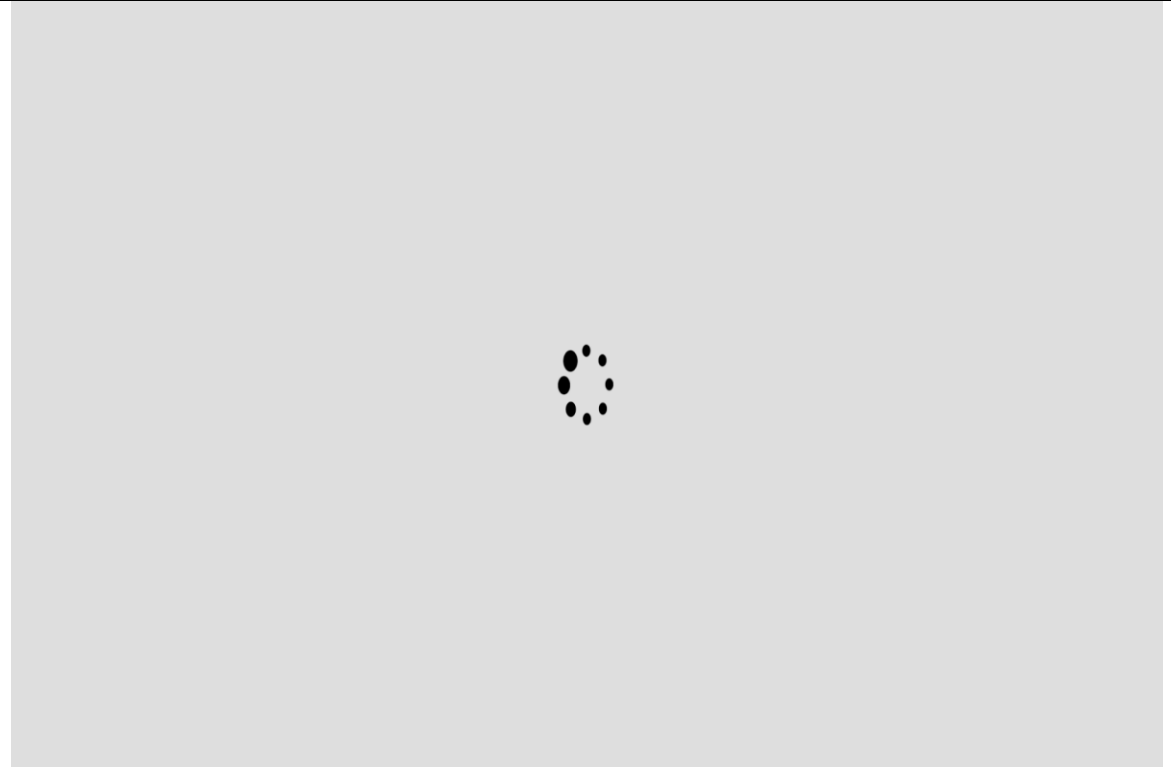


ORACLE  
SERVICE CLOUD

Username  
sysagent

Password  
\*\*\*\*\*

[Login Help](#) [Login](#)

Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


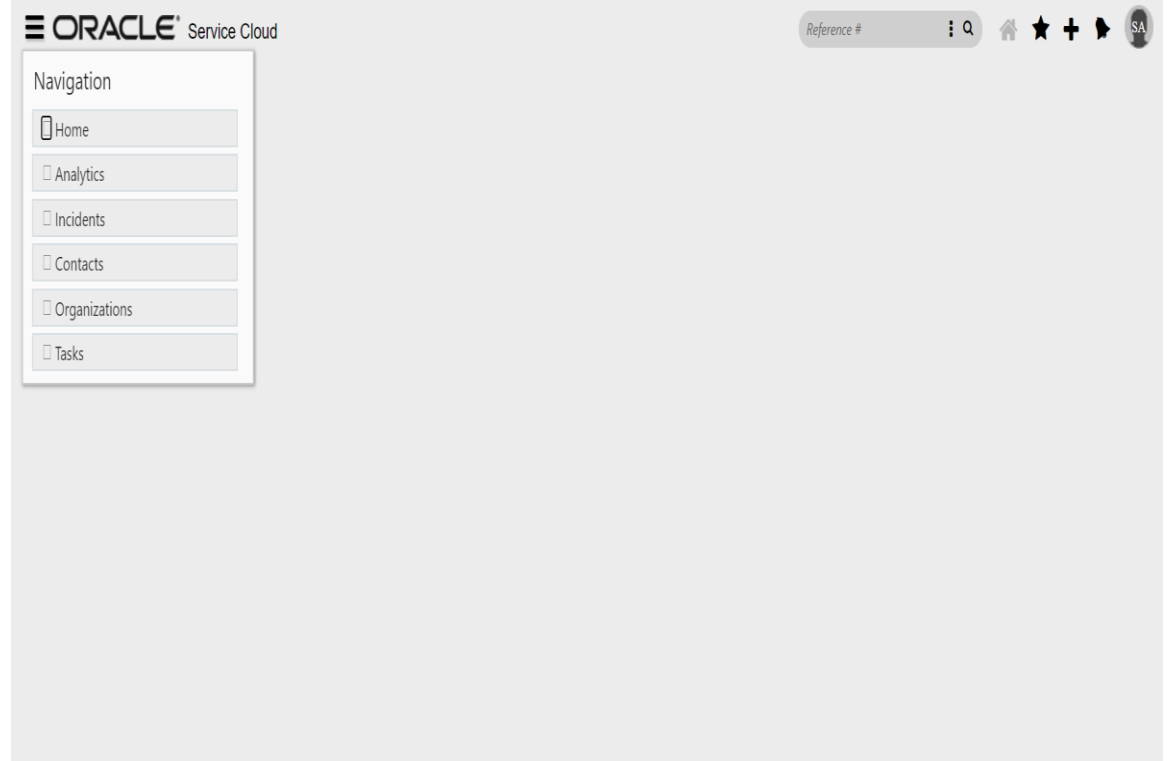
Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



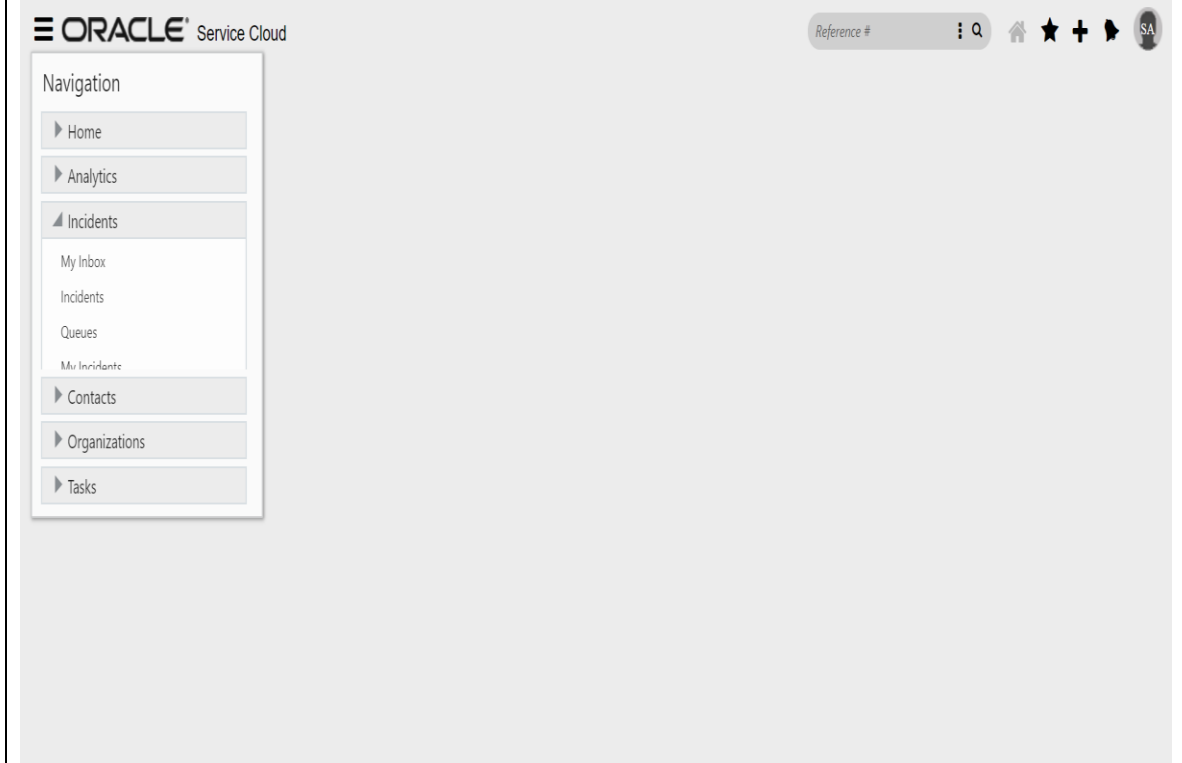
Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

**ORACLE** Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

**Incidents**

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📋 Copy 📧 Assign 📌 Propose 📁 Fill Inbox ✕ Delete 📌 Bookmark

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		08/05/2020 10:47 AM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramyia Paul		04/30/2020 11:44 PM	200430-002076

992 Records

Step No:8

Step Description: Set Status

Expected Result: Set Status

Actual Result: The Element: SetStatus doesn't exist

Status: Fail

The screenshot displays the Oracle Service Cloud interface for an incident. The top header shows the Oracle logo and 'Service Cloud'. A search bar contains 'Reference #'. The incident details are as follows:

- Incidents:** 200730-000077
- Actions:** Save, Save & Close, Refresh, New, Print
- Tabs:** Summary, Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, Audit Log
- Subject:** how this product works, ab92547 product is not functioning properly
- Reference #:** 200730-000077
- Contact:** Adam Smit
- Status:** [No Value] (highlighted in red with an error message: Status is required.)
- Organization Name:** California Federation
- Assigned:** Agent Access > Minhaj Ameen
- Product:** ab92547
- Disposition:** [No Value]
- Category:** [No Value]



